

INFORMATIONAL LETTER NO. 2174-MC-FFS

DATE: October 2, 2020

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC) and Fee-for-Service (FFS)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: EDI Support Services (EDISS) Gateway Transition

EFFECTIVE: October 1, 2020

As discussed in [Informational Letter 2135](#)¹ and [2168](#)², EDISS is working to transition all Iowa Medicaid Managed Care Organization (MCO) encounter transactions, FFS web portal users and all existing Iowa Medicaid web portal functionality out of the legacy EDI Gateway. This Gateway transition is scheduled to take place on October 11, 2020.

Please read below for the most recent updates regarding this transition.

NOTE: As this transition is a hard cutover, starting on October 12, 2020, all submitters impacted by this transition will need to be aware of the following:

- **MCO and Encounter submitters, please review the inbound/outbound directory paths below; the information provided previously has been adjusted.**
- **As this transition is a hard cutover, starting on October 12, 2020, all submitters impacted by this transition will need to begin using their new user credentials. The new submission/retrieval paths below will be needed at that time for applicable submitter types.**
- **EDI will be putting Production setups on hold for all Iowa Medicaid submitters beginning October 2, 2020. This hold will remain in place until the October 12, 2020, Go Live in the new gateway.**
- **New credentials will be issued on October 2, 2020. These credentials will be faxed, and you are required to confirm that the fax number on file in EDISS Connect is correct in order to receive these credentials.**

¹ https://dhs.iowa.gov/sites/default/files/2135-MC-FFS_EDISS_Portal_Change.pdf?052820201339

² https://dhs.iowa.gov/sites/default/files/2168-MC-FFS_EDISS_Portal_Change.pdf?091720201557

During this transition, EDISS has the goal of minimizing the impact on Iowa Medicaid providers while strategically advancing technologies available to providers. Below are breakdowns of what you will need to know about this transition and its impact to you.

All current submitters will be transitioned into the new Gateway based on the combination of submitter type and transaction type.

Based off of the submission methods and functionality involved, this transition will be a hard cutover:

Task	Start	Finish	Summary of Phase:
Gateway Pilot	August 28, 2020	October 2, 2020	The Pilot Group, a subset of MCOs and Web Portal users, will conduct initial production submissions as BETA testers.
MCO/ Encounter Cutover	TBD	October 11, 2020	All MCO/Encounter transactions will be moved out of the legacy gateway. Legacy credentials will be terminated on October 11, 2020.
Web Portal Cutover	TBD	October 11, 2020	All Web Portal Users and corresponding functionality will be moved out of the legacy gateway. Legacy credentials will be terminated on October 11, 2020

Registration

EDISS will not require any additional forms or re-registration for this transition. All existing submitters and their associated transactions will be migrated into the new gateway via automated processes.

EDISS will require submitters who utilize the legacy web portal to verify their EDISS Connect account profile FAX number and email address. These values will be used for production credential distribution and password resets. To verify this information is up to date, please log into [EDISS Connect](#)³.

If the email address tied to your Connect account profile is used across multiple profiles, EDISS encourages you to identify unique addresses for each EDISS Connect account profile.

The registration process for Additional Access users for the web portal will also be changing. EDISS Connect will be leveraged for this registration process moving forward. More information and documentation will be shared as the transition efforts continue.

Web Portal User Specific Changes

Web Portal (Asynchronous) connectivity for batch and real-time transactions will continue to be supported in the new processing solution.

The look and feel of the new portal will be different, but EDISS is working to keep the core functionality and output to submitters the same. EDISS will compile new user guides to assist with navigating the updated portal. EDISS will communicate where and when these new guides become available.

At this time, the existing URL of <https://ime-ediss5010.noridian.com> should remain the same.

Below are changes for which submitters will have to account:

- Transactional association to EDISS Connect profile
 - Submitters will only be assigned transactions in the web portal that they have registered for in EDISS Connect.
- User Credential change-
 - All web portal users will be provided new logins and passwords for the new IME Web Portal.
 - **All web portal users can utilize the following password management website: <https://accountmgt3.edissweb.com/>**

- **All web portal users are expected to manage their own credentials and appropriately update their password every 60 days.**
- Below are the password requirements for the new web portal:
 - At least eight characters, maximum of sixteen;
 - At least one upper-case letter;
 - At least one lower-case letter;
 - At least one number;
 - At least one special character (\$, #, *, -, or _). Do not use & or +;
 - The use of dictionary names or words as passwords is prohibited;
 - The same password cannot be reused for six generations;
 - Maximum Sequential Repeat: 2 (e.g., LL or GG or 00 is the max of repeats of a character allowed);
 - Maximum characters from previous password: 4.
- Report naming conventions returned in the new web portal will follow a different format. Please see the table below:

Batch Through Portal	Naming Convention
TA1	< WP_ID12345_HHMM >_<OriginalFileFromPartner>_TA1.edi
999	< WP_ID12345_HHMM >_<OriginalFileFromPartner>_999.edi
277CA	< WP_ID12345_HHMM >_<OriginalFileFromPartner>_277CA.edi
835	< WP_ID12345_HHMM >_<5010835IME>_ File#_835.edi
271	< WP_ID12345_HHMM >_<SourceFileFromPayer>_File#_271.edi
277	< WP_ID12345_HHMM >_<SourceFileFromPayer>_File#_277.edi

- If you are an IME portal user, please call the EDISS Call Center if you need to re-queue a report or file for a second retrieval.

MCO/Encounter Submitter Changes

MCOs and Encounter submitters will also be impacted by this transition. Below are items all MCO/Encounter submitters will need to account for.

- IP Address Change – The EDISS Production IP address and port will change for your organization.
 - The new IP address and port needed are:

Environment	Alias	Physical IP	Port
Test	ediss-ext-test.noridian.com	138.69.205.72	9122
Production	ediss-ext.noridian.com	138.69.205.71	9122
Production	ediss.noridian.com	138.69.205.71	22 (Password changes only)

- EDISS may require your organization to verify source IP addresses during this transition.
- Scripting Adjustments:
 - Directory structure for SFTP users will be different from our current processing solution.
 - New Submitter path for file submission:
/outbox/X12/EDI/Inbound/Interchange.
 - New Submitter path for file retrieval:
/inbox/EZComm/EDI/Inbound/Interchange
 - Compressed or Zipped files will need to be submitted to a different directory than standard X12 files.
 - Path to compressed file submission:
/outbox/EZComm/EDI/Inbound/Interchange.
 - If you need to re-queue a report or file for a second retrieval, contact EDI. Outbound file names will be changing. These changes are outlined under the Transactional Changes section of this document.
- User Credentials:
 - MCO/Encounter usernames/submitter ids will still require a dividing character, but it will be a '/' instead of '@'.
 - All submitters with current EDISS production credentials will be provided new passwords for the new gateway.
- Password Change Process Adjustment:
 - New gateway credentials will expire every 60 days. It will be vital for your facility to understand this requirement and work to ensure these are updated on time.
 - **Note:** EDISS is aware this is a change from the legacy system, but the password change management process is a well-defined and reliable process in the new gateway.
 - Submitters who do not script password changes can utilize the following password management website: <https://accountmgt2.edissweb.com/>.

- Below are the password requirements for the new web portal:
 - At least eight characters, maximum of sixteen;
 - At least one upper-case letter;
 - At least one lower-case letter;
 - At least one number;
 - At least one special character (\$, #, *, -, or _). Do not use & or +;
 - The use of dictionary names or words as passwords is prohibited;
 - The same password cannot be reused for six (6) generations;
 - Maximum Sequential Repeat: 2 (e.g., LL or GG or 00 is the max of repeats of a character allowed);
 - Maximum characters from previous password: 4.

Transactional Changes

Regardless of connectivity/submission method to EDI, all electronic submitters will have to adjust for specific transactional changes occurring with the Gateway transition. These changes will be updated in the EDISS Companion guides soon. Transactional changes listed below may not have an impact on your organization.

- ISA05/ISA07 Qualifier Restriction:
 - EDISS has defined ZZ, 01, 27, 28 and 29 as allowed values for these data elements.
- Defined ISA08 Values:
 - Submitters currently have set values that should be sent in the ISA08 based on Line of Business, for Iowa Medicaid, they should be 18049 or 33477.
- TA1 reports that generate with errors will deliver to submitters regardless of ISA14 sent in an electronic file.
- Elimination of the TRN Transaction:
 - The TRN is not a standard HIPAA report. To align with industry standards EDISS will not be returning this moving forward.

Outbound file naming conventions will be changing. The below table provides an overview of those changes:

Batch	Naming Convention
Partner File	<OriginalFileFromPartner>
TA1	<Two Part UniqueID>_<OriginalFileFromPartner>_TA1.edi
999	< Two Part UniqueID >_<OriginalFileFromPartner>_999.edi
277CA	< Two Part UniqueID >_<OriginalFileFromPartner>_277CA.edi
271	< Two Part UniqueID >_<SourceFileFromPayer>_File#_271.edi
277	< Two Part UniqueID >_<SourceFileFromPayer>_File#_277.edi
835	< Two Part UniqueID -hhmmssnn>_<5010835IME>_ File#_835.edi
820	< Two Part UniqueID -hhmmssnn>_<5010835IME>_ File#_820.edi
834	< Two Part UniqueID -hhmmssnn>_<5010835IME>_ File#_834.edi

External Documentation

All external documentation relevant to the EDISS Gateway Update will be stored on the [EDISS Gateway Transition page](#)⁴ during this transition as they become available.

If you have questions, please contact EDISS support at 1-800-967-7902.

⁴ <http://www.edissweb.com/transition/>